

POLICE COMMUNICATIONS OFFICER

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

This class encompasses responsible entrance-level work in operating police communications equipment, keeping records, and other duties in the communications center of the police department. Employees of this class answer police telephones, dispatch police units, and keep simple records of these activities following department procedures. Duties of this class are non-supervisory in nature and require the ability to act independently following standard operating procedures. Police Communications Officers report to and have work reviewed by a shift supervisor, which may be a Police Officer First Class or a Police Sergeant.

EXAMPLES OF WORK

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Takes complaints from citizens, either in person or over the telephone, and obtains as much information as possible. Enters all complaints and related information into computer. Dispatches police unit following departmental procedures. Keeps track of the location, time, mileage and status of each unit at all times. Relays information or answers questions which come in by radio from field units.

Operates control board for individual pocket pager system to call designated officers when necessary. Operates teletype and computer to send or receive messages. Calls state police or other law enforcement agencies by phone or radio to send or receive messages concerning auto licenses, drivers licenses, runaways, or other related matters. Watches or listens to equipment which registers burglar alarms. Listens to other radio frequencies such as sheriff's department, state police, or fire department, as required by department policy, to keep track of activity in area covered. Notifies special units or agencies designated by department procedures in special or emergency situations. Answers 911 emergency calls and dispatch police officers as required, and transfers fire emergency calls to the fire department. Answers all police department non-emergency telephones. Tests radios in police units on a set schedule by sending and receiving messages.

Compiles and analyzes data needed for reports. Keeps records and writes reports required by the Communication Division. Writes letters in answer to written or oral requests addressed

to the Communications Division or as needed to handle problems or to address other needs of the Communication Division.

Performs related duties as assigned.

QUALIFICATION REQUIREMENTS

Unless otherwise specified, all requirements must be met before admission to examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States.

Before appointment, must pass a medical examination prepared and administered by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform any required duties of the position.

Must have a high school diploma or a valid certificate of equivalency issued by a state department of education.

Must be no less than nineteen (19) years of age immediately preceding the closing date of application to the board.

Must not be over forty-five (45) years of age immediately preceding the closing date of application to board.

Prior to beginning work in this class, must obtain and maintain a valid Louisiana driver's license.